



EMPLOYMENT OPPORTUNITY

Town of Lexington

We are currently accepting applications for the full-time (40 hours/week) position of:

Administrative Assistant (Facilities Coordinator) Department of Public Facilities

Starting Hourly Rate: \$24.86 - \$29.20

The REQUIRED Town of Lexington application form, resume and cover letter must be received in the Town's Human Resource Department by Friday, September 18, 2015

GENERAL SUMMARY:

Under the general supervision of the Assistant Director of Public Facilities and Office Manager, receives and coordinates work order requests and assists with the procurement of services.

ESSENTIAL JOB FUNCTIONS:

- ◆ Staffs the help desk and acts as primary contact for Building Managers, Principals, Head Custodians and building occupants regarding maintenance issues.
- ◆ Receives calls for service and reports Preventative Maintenance and Corrective Maintenance work order requests in web-based work order system.
- ◆ Communicates with Department management personnel to prioritize work orders and coordinate appropriate response. Dispatches maintenance staff and/or contracted services with outside vendors as necessary.
- ◆ Oversees web-based work order system by maintaining constant communication with Department staff and outside vendors. Monitors status of work orders and develops and issues monthly status reports for each maintenance technician and each building location. Closes work orders as they are completed.
- ◆ Responds to inquiries from various parties regarding status of work orders. Maintains email and telephone communication.

- ◆ Assists with creating a recurring Preventative Maintenance schedule on a daily, weekly, monthly and annual basis. Regularly generates and follows up on work orders.
- ◆ Answers and routes phone calls and provides customer service for the department. Provides information and assistance to a variety of customers including residents, contractors, Town employees and the general public.
- ◆ Provides administrative support to Operations Manager and other Public Facilities employees. Coordinates correspondence, creates documents, and performs other tasks as directed.
- ◆ Performs special projects and other related duties as required, directed, or as the situation dictates.
- ◆ Maintains a variety of print and electronic files and records to Department operations and services, including all inspection reports for each building.
- ◆ Assists Operations team coordinate the effort in keeping buildings code compliant.
- ◆ Processes incoming and ongoing mail and responds to mail requests.
- ◆ Provides and receives cross-training for all essential Department functions. Provides back-up phone coverage for co-workers.
- ◆ Regular attendance at the workplace is required.

SUPERVISORY RESPONSIBILITY:

None.

MINIMUM EDUCATION AND EXPERIENCE:

Equivalent to High School diploma and one to three years of increasingly responsible related administrative support experience.

ADVANCED EDUCATION AND EXPERIENCE:

Specialized administrative support training and/or college level coursework in a related field.

QUALIFICATIONS:

Knowledge of:

- ◆ Centralized Maintenance Management Systems operation.
- ◆ Operation, services, and activities of the Town and School System.
- ◆ Business letter writing and basic report preparation techniques.
- ◆ Modern office procedures, methods, and computer equipment.
- ◆ Basic purchasing processes, such as MCPPO Training preferable.

- ◆ Principles and procedures of record keeping.
- ◆ Basic accounting and budgeting principles.
- ◆ Customer service techniques.
- ◆ English usage, spelling, grammar, and punctuation.

Ability to:

- ◆ Perform difficult administrative support services and coordinate multiple tasks and projects.
- ◆ Perform basic financial and personnel activities.
- ◆ Independently prepare correspondence and memoranda.
- ◆ Work independently in the absence of supervision.
- ◆ Operate and use modern office equipment including a computer.
- ◆ Communicate clearly and concisely, both orally and in writing.
- ◆ Establish and maintain effective working relationships.
- ◆ Effectively handle an environment which involves close contact with co-workers and the public.

WORKING CONDITIONS AND PHYSICAL DEMANDS:

Work is performed in a normal office environment not subject to extremes of temperatures, noise, odor, etc. Operates computer, printer, photocopier, fax machine, and other office equipment. Work requires extended periods of sitting, reaching, typing, and mousing which requires eye-hand coordination and finger dexterity.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

***External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

APPLICATION PROCESS

All applicants are required to complete a Town application form, available from the Internet at www.lexingtonma.gov, emailing jobs@lexingtonma.gov, calling (781) 698-4593 or by visiting the Human Resources Department. Resumes may be attached to the application form as additional information, but cannot serve as a substitute for completing the required application form.

CORI screening required.

Application and resumes must be received in the Town's Human Resource Department by Friday, September 18, 2015.

The Town reserves the right to modify the application deadline, and/or accept applications after the deadline, to best serve the interest of the community.

After the deadline all applications will be reviewed and the most highly qualified candidates will be invited to one or more interviews. All applicants will be notified of their standing in the process as soon as a decision has been made regarding their individual application.

Individuals who need accommodations in order to participate in this process should contact the Human Resources Department.

Questions regarding this hiring process should be addressed to the:
Human Resources Department
Town of Lexington
1625 Massachusetts Avenue
Lexington, MA 02420
(781) 698-4593